

EMERGENCY MANAGEMENT INSTITUTE

NATIONAL EMERGENCY TRAINING CENTER • EMMITSBURG, MD 21727



FEMA

Course: *IS 244.b Developing and Managing Volunteers*

Date: The revised course is now available online.

Course Description:

The goal of this course is to strengthen abilities to prepare for and manage volunteers before, during, and after a severe emergency or major disaster. This course will:

- Provide strategies for identifying, recruiting, assigning, training, supervising, and motivating volunteers.
- Include discussion of spontaneous volunteers as well as those affiliated with community-based, faith-based, and nongovernmental organizations (NGOs).

Course Goal and Objectives:

At the completion of this course, participants should be able to:

- Identify situations in which volunteers can be a useful addition to response and recovery operations.
- Define skill and knowledge requirements for volunteers.
- Develop a volunteer program that includes strategies for recruiting and managing volunteers within the whole community.
- Develop a plan for setting up a Volunteer Reception Center.
- Identify special issues involving the use of volunteers.

Prerequisite:

None

Course Length:

The overall time to complete the course will vary for each individual. IS-244.b takes approximately 4 hours.

Target Audience:

This entry-level course is for emergency managers and related professionals working with all types of volunteers and coordinating with voluntary agencies.

Continuing Education Units (CEUs):

Emergency Management Institute (EMI) awards 0.4 CEUs for completion of this course.

Location:

Online

To Apply:

This course is available at <http://www.training.fema.gov/EMIWeb/IS.asp>. When you have completed the course, you may take the online test, fill out the student information and submit the test for scoring. FEMA's Emergency Management Institute's Independent Study (IS) office will notify you via email of the results. If you successfully complete the test, a link will be included in the email for you to access and print your course certificate.

You may contact the IS office via email Independent.Study@fema.dhs.gov or contact the call center at (301) 447-1200 or toll free at 1-800-238-3358, extension 1200. IS office hours are **8:00am – 6:00pm (ET)**.

TRAINING OPPORTUNITY

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